

## Key Success Metrics

January 2017

### Customer Wait Times in Development Assistance Center



#### Zoning/Site Plan Consultation



**12**  
Minutes

Goal: 90% of customers seen within 25 Minutes

#### Environmental Review Consultation



**25**  
Minutes

Goal: 90% of customers seen within 19 Minutes

*Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely).*

### Site and Subdivision Application Intake Meeting



**1**  
Day

Goal: 2 Days

*Approximate delay, in days, for appointment with intake staff.*

### Calls Answered by Representative



**77%**

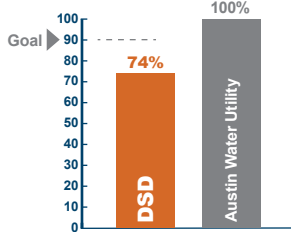
Goal: 75%

*Percent incoming calls to main operator line answered by Customer Service Representatives, not voicemail.*

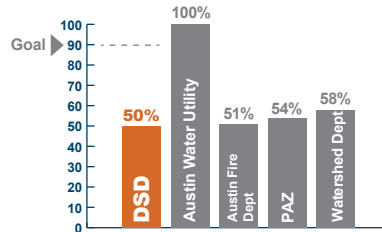


### Plan Reviews Completed On-Time

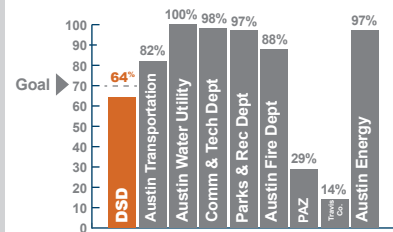
#### Commercial



#### Residential



#### Site & Subdivision



*Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflects those departments currently tracked in AMANDA.*

Color Key:

Met Goal

Did Not Meet Goal

Partner Departments

A customer satisfaction survey was administered to 5,000 customers on behalf of the City of Austin's Development Services Department with 23% of those customers responding. The following are highlights from the survey. For a copy of the full data results, please visit DevelopmentATX.com. Results listed here are the combination of "neutral, satisfied and very satisfied" responses. These results have a 95% level of confidence with a precision of at least +/- 2.9%.

PLAN REVIEW					INSPECTIONS					OTHER		
Residential	Commercial	Tree Ordinance	Site Plan	Subdivision	Residential	Commercial	Trees	Site & Subdivision	Environmental	Service Center	Development Assistance Center	Department-Wide
< < Poll Results > >												

	2015 Results	2017 Goal	<< Poll Results >>												
QUALITY REVIEWS															
Codes and policies are applied by staff in a fair and practical manner	40%	90%	57%	56%	70%	48%	35%	68%	74%	72%	69%	69%	--	--	--
Staff anticipates obstacles and provides options when they were available	30%	90%	50%	47%	63%	39%	27%	65%	72%	68%	52%	67%	--	--	--
Process not delayed over minor issues	19%	90%	39%	36%	51%	29%	20%	57%	67%	63%	39%	56%	--	--	--
Requirements/comments applied are reasonable and justified	47%	90%	59%	53%	67%	44%	32%	70%	77%	67%	58%	61%	--	--	--
Inspectors rarely find errors in the field that should have been caught during the review process	60%	90%	--	--	--	--	--	69%	73%	75%	49%	68%	--	--	--
COORDINATED REVIEWS w/12 DEPARTMENTS															
Customer understands the department processes	67%	90%	78%	79%	87%	74%	84%	86%	90%	82%	86%	77%	--	--	--
Customer understands the department structure and role of external review departments	60%	90%	--	--	--	--	--	--	--	--	--	--	--	--	62%
CUSTOMER SERVICE															
The staff provide excellent customer service	50%	95%	62%	57%	68%	49%	38%	71%	78%	71%	71%	75%	--	--	--
Services are completed by the date promised	38%	90%	48%	37%	55%	39%	29%	79%	80%	71%	67%	78%	--	--	--
Staff is easily accessible	31%	90%	44%	45%	62%	42%	31%	63%	71%	66%	64%	73%	--	--	--

<b>SERVICE CENTER &amp; DEVELOPMENT ASSISTANCE CENTER ONLY</b>															
Customer treated fairly by staff	--	--	--	--	--	--	--	--	--	--	--	--	85%	83%	--
Technical Competence of staff	--	--	--	--	--	--	--	--	--	--	--	--	80%	80%	--
Time the process takes to complete	--	--	--	--	--	--	--	--	--	--	--	--	64%	72%	--
How easy the process is to complete	--	--	--	--	--	--	--	--	--	--	--	--	66%	72%	--
Staff is responsive to customer needs	--	--	--	--	--	--	--	--	--	--	--	--	71%	72%	--
Staff anticipates obstacles and provides options when available	--	--	--	--	--	--	--	--	--	--	--	--	72%	73%	--
Standards are applied consistently by staff	--	--	--	--	--	--	--	--	--	--	--	--	74%	71%	--
How easy it is to contact staff	--	--	--	--	--	--	--	--	--	--	--	--	61%	64%	--
Projects not delayed over minor issues	--	--	--	--	--	--	--	--	--	--	--	--	65%	65%	--

The following section shows the results of an internally conducted survey of the Development Services Department employees. The employee retention rate data was provided by the Human Resources Division.

INVESTMENT IN EMPLOYEES	2015 Results	2016 Goal													
There is a strong emphasis on training	--	95%	--	--	--	--	--	--	--	--	--	--	--	--	65%
The training provided is effective	--	95%	--	--	--	--	--	--	--	--	--	--	--	--	76%
Employee retention rate, excluding retirements or internal promotions with the City of Austin	96%	95%	--	--	--	--	--	--	--	--	--	--	--	--	99.7%

Color Key:

Met Goal

Did Not Meet Goal

2015 Results